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June 11, 2015

To: Mayor Michael D. Antonovich
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Sachi A. Hamai
Interim Chief Executive Officer

Board of Supervisors
HILDA L. SOLIS
First District

MARK RIDLEY-THOMAS
Second District

SHEILA KUEHL
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

HEALTHRIGHT 360: APPROVAL OF MODIFICATION NUMBER 8 TO CONTRACT NUMBER 640-11-116 BY AND BETWEEN THE COUNTY OF LOS ANGELES AND HEALTHRIGHT 360 TO PROVIDE COMPREHENSIVE SERVICES FOR THE ASSEMBLY BILL 109 INMATE POPULATION (ITEM NO. 55, AGENDA OF JUNE 2, 2015)

On June 2, 2015, the Sheriff's Department (Department) requested authorization to prepare and execute a modification to a contract with HealthRIGHT 360 to continue providing comprehensive services for the Assembly Bill (AB) 109 inmate population, in an amount not to exceed \$233,813 for a term of eight months, effective July 1, 2015 through February 29, 2016; and to authorize the Sheriff to terminate the contract, in whole or in part, once the Department has completed its Request for Proposals (RFP) solicitation and negotiation process for its own agreement for case management and referral services for the inmate population within the County's jail system.

Supervisor Antonovich introduced a motion directing the Chief Executive Office (CEO) to work with the Department to ensure performance measures are included in the contract. Attached for the Board's review is an excerpt of the Statement of Work (SOW) from the RFP to be released later this month by the Department for the above services. The SOW outlines the requirements of the contractor to utilize and maintain a database to track and assess services provided under the terms of this contract, including the performance of the contractor in providing said services.

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While the remainder of the SOW is still being finalized, Paragraphs 3.8 and 6.0 demonstrate there is adequate language in the SOW, as currently written, to address the Board's concerns. The contractor will be required to track and provide client data and statistics; perform client assessments; document case management information, transitional service referrals, and transportation data, and maintain all of this information in a service-tracking database. In addition, the contractor will be required to report on a monthly and ad hoc basis the background of individual clients and monthly outcome measures for those clients.

We are committed to ensuring that the RFP will include all requests and data as requested.

If you have any questions, please contact Sheila Williams, Public Safety Cluster, at (213) 974-1155.

SAH:JJ:SK
SW:AY:cc

Attachments

c: Executive Office, Board of Supervisors
County Counsel
Sheriff

APPENDIX A

STATEMENT OF WORK

COMMUNITY TRANSITION PROJECT FOR JAIL IN-REACH SERVICES

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3.8 Service-Tracking Database

- 3.8.1 Contractor will utilize and maintain a service-tracking database meeting the requirements set forth throughout this sub-paragraph 3.8, for the purpose of tracking services and generating reports.
- 3.8.2 Contractor's database shall be capable of generating performance measure reports of assessments, case management, and referrals into transitional services as described in this sub-paragraph 3.8 and Paragraph 6.0 (Performance Reporting and Case Review), of this SOW, or upon request by County.
- 3.8.3 Contractor will utilize and update the database from the start of this Contract throughout the Term of the Contract.
- 3.8.4 Upon completion of a provided Service, Contractor shall update and enter status of Service by the end of the next

Business Day, with database being automatically updated within four (4) hours of each entry.

3.8.5 Contractor's service-tracking database shall track and document the following information:

1. Participant Identification information shall include, but shall not be limited to the following:
 - Date and time of email notification from County
 - Name of participant; and
 - Location of participant; and
 - Date and time of scheduled face-to-face interview; and
 - Name of Contractor's staff.
2. Assessment information shall include, but shall not be limited to the following:
 - Date and time of face-to-face interview; and
 - Location of face-to-face interview; and
 - Length of face-to-face interview; and
 - Name of participant; and
 - Identifying information of participant; and
 - Outcome of assessment; and
 - Termination or cancellation of assessment; and
 - Full name of Contractor's staff providing assessment.
3. Case Management (pre-release and/or post-release) information shall include, but shall not be limited to the following:
 - Specific services to be provided; and
 - Commencement date of services; and
 - Date and times of scheduled services; and
 - Estimated completion date of services; and
 - Location(s) of services; and
 - Method of transportation the participant will utilize to receive services; and
 - Name of participant; and
 - Identifying information of participant; and
 - Outcome of case management plan; and
 - Termination or cancellation of services; and
 - Full name of Contractor's staff providing services.

4. Referrals into Transitional Services information shall include, but shall not be limited to the following:

- Specific services to be provided; and
- Type of service(s) i.e., housing and/or ancillary services (refer to sub-paragraph 3.4.2 of this SOW); and
- Method of transportation the participant will utilize to receive services; and
- Name of participant; and
- Identifying information of participant; and
- Outcome of transitional services; and
- Termination or cancellation of services; and
- Full name of Contractor's staff providing services; and
- Employment record; and
- Employment retention rate.

5. Transportation information shall include, but shall not be limited to the following:

- Date and time of transport; and
- Location of transport; and
- Method of transportation the participant will utilize to receive services; and
- Name of participant; and
- Identifying information of participant; and
- Outcome of transportation; and
- Reason if service is cancelled/terminated; and
- Full name of Contractor's staff providing services.

3.8.6 In addition to Contractor's electronic maintenance of service-tracking database, Contractor shall maintain paper (hard-copy) files of Service information that is generated by Contractor's service-tracking database. Copies of paper (hard-copy) files shall be made available to County Project Manager upon request.

6.0 PERFORMANCE REPORTING AND CASE REVIEW

6.1 Contractor shall meet with Department within thirty (30) days of the execution of the Contract to create an action plan on performance reporting for Contractor's Services in accordance with the Contract. During this meeting, Contractor will work in conjunction with County in establishing the details and requirements of the action plan. Once the action plan is developed, Contractor shall incorporate the action plan into Contractor's service-tracking database (refer to sub-paragraph 3.8, above). Details of the action plan, shall include, but not be limited to:

1. How the Contractor plans on providing the required Services under this Contract as described throughout this SOW; and
2. Recommendations to Department for maintaining and strengthening its Services to participants in Department's custody facilities; and
3. An annual meeting to review action plan, service status, accomplishments, and performance reporting.

6.2 Action plan shall also include details on performance reporting for the following, but not be limited to:

1. Detailed monthly report on the participant services during this reporting period to include information in sub-paragraph 6.3, below.
2. A cumulative and detailed monthly report on the outcomes achieved by each participant during this reporting period due at the end of six (6) month and twelve (12) month year-end of post-release case management.
3. A monthly report on the outcomes achieved by participants who were assessed, but not enrolled in Services to include information in sub-paragraph 3.8.5 (4), above.
4. A quarterly narrative report describing what transpired during the reporting period, to include service strength and weaknesses and any key needs that were identified.

6.3 Performance Measures

In addition to the reporting requirements under sub-paragraph 6.2, above, Contractor shall provide the following monthly reports to Department in accordance with sub-paragraphs 3.8.5 (1 through 5) above, to include the below performance measures:

1. A monthly assessment report for each enrolled participant shall include the following performance measures, but not be limited to the following:
 - a. Race; and
 - b. Gender; and
 - c. Age; and
 - d. Type of crime and whether it was violent or non-violent; and
 - e. Location of residence prior to incarceration; and
 - f. Number of times incarcerated; and
 - g. Referral information; and
 - h. Contractor's release of information form(s); and
 - i. Completed assessment instrument; and
 - j. Case management plan; and
 - k. Progress notes; and
 - l. Full name of Contractor staff.
2. A monthly outcomes report shall include the following performance measures, but not be limited to the following:
 - a. Number of participants interviewed and assessed; and
 - b. Number of participants enrolled into case management; and
 - c. Number of participants not accepted into case management and reasons for not accepting them; and
 - d. The specific services and linkages provided to participants; and
 - e. Assessment scores; and
 - f. Participants who obtained transitional housing and/or ancillary services and for how long; and
 - g. Participants who returned to jail when receiving case management services; and
 - h. Number of participants who received employment services; and
 - i. Number of participants currently employed; and
 - j. Employment retention rate.

6.4 Ad Hoc Query and Reports

Contractor's reporting system must have Ad Hoc Query and report capability and may require format modification to enhance readability at the request of the Sheriff Project Manager.

6.5 Case Reviews

6.5.1 During the Term of the Contract, County Project Director and/or County Project Manager shall request Contractor to pull case files for review by the Department.

6.5.2 Contractor Project Manager shall meet with the County Project Director and/or County Project Manager on a weekly basis, at the direction of County, for case reviews.

6.5.3 The case management plan shall be in accordance with the requirements as outlined under sub-paragraph 3.3 (Case Management), of this SOW.